

**Request for Proposals
For
Louisiana Volunteer Management System
and
Louisiana Volunteer Opportunity Data Aggregator**

State of Louisiana
Volunteer Louisiana Commission
Office of the Lieutenant Governor

Capitol Annex
1051 N. Third Street, Ground Floor
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(225) 342-3125

www.VolunteerLouisiana.gov

<http://wwwprd.doa.louisiana.gov/osp/lapac/pubmain.asp>

Release Date: June 17, 2013
Proposals Due: July 17, 2013

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SCHEDULE OF EVENTS

	Activity	Date
1.	General Release of RFP	June 17, 2013
2.	Deadline to submit written questions about the RFP	June 24, 2013
3.	State Posts Responses to Inquiries Responses to be posted at www.volunteerlouisiana.gov and http://wwwprd.doa.louisiana.gov/osp/lapac/pubmain.asp	June 26, 2013
4.	Deadline to Submit Proposals Proposals must be received by 2 p.m. Central Time at the Volunteer Louisiana Commission, Capitol Annex Building, Ground Floor, 1051 N. Third St., Baton Rouge, Louisiana 70802 or by US Mail: P.O. Box 44243, Baton Rouge, Louisiana 70804	July 17, 2013
5.	Proposal Evaluation	July 31, 2013
6.	Oral Presentations, if required	August 13, 2013
7.	Final Evaluation; Notification	August 14, 2013
8.	Contract Negotiations; Target date to send contract to Selected Proposer	August 18, 2013
9.	Anticipated Contract start date	September 3, 2013
10.	System Implementation Date	October 7, 2013

The State reserves the right to modify the schedule of events (other than the deadline to receive proposals). Any modifications will be posted on the State's website

www.VolunteerLouisiana.gov and LaPAC

<http://wwwprd.doa.louisiana.gov/osp/lapac/pubmain.asp>

PART I. GENERAL INFORMATION ABOUT THIS RFP

1. Purpose, Scope and Term of Contract

A. Purpose and Scope

Through this Request for Proposals (RFP), and as described in detail in the attached Sample Contract including Attachments I-IV, the Volunteer Louisiana Commission in the Office of the Lieutenant Governor (“State” or “Commission”) seeks to identify a single or multiple Contractors to provide services related to www.VolunteerLouisiana.gov website (“Website”). The services consist of three components (collectively, “Components”):

- 1 A volunteer management system
- 2 A data aggregator Search Box for volunteer opportunities
- 3 Professional hosting, management and website maintenance of www.VolunteerLouisiana.gov

The services may be provided through an “off-the-shelf” program customized for the Commission or may be a program of original design specifically for the Commission.

The purpose of dividing the work into three components is to provide the State greater access to the most creative, innovative and entrepreneurial proposers. The three components allow prospective contractors the flexibility to submit one proposal in response to a single component, or multiple proposals in response to more than one component. Multiple proposals from a single proposer will be scored separately by each component. A proposal may be submitted by a single firm or a collaboration of firms.

As described below, if a Proposer plans to collaborate with other business entities or individuals in a proposal, the Proposer must submit the written agreements that describe that collaboration, including the nature of the relationship (e.g., contractor/sub-contractor, partnership, joint venture) and an explanation of the division of duties, billing and payment arrangements, lines of communication and account management. The State will require the appointment of a single point of contact for any such collaboration.

B. Term

Depending on the cost and value of each of these services, the State may opt to contract for some, all, or none of the proposed services. If properly executed and approved, it is anticipated that the contract will begin on the date set forth in the Schedule of Events, subject to approval in accordance with La. R.S. 39:1502 et seq. The State intends to identify and select a contractor or contractors to have all solutions implemented no later than the date listed in the Schedule of Events. The term of any such contract is anticipated to be one year. An option to renew up to two additional years (FY 15 and FY 16) may be exercised at the discretion of the State, with concurrence of the Contractor. Such renewal would be accomplished through an amendment to the original contract to extend the term. Any

contract may be amended or terminated as set forth below.

C. Components

While the RFP is divided into three components, it is understood that there may be overlap among tasks that will fall within each component. Further, it is important to recognize that the award of a contract under a particular component does not guarantee a contractor exclusivity to perform tasks described under that component.

Component 1: Volunteer Management System

Contractor(s) selected for Component 1 will be required to provide a robust volunteer management system with the following services and functionality for the Website, which shall be available 24/7/365:

For volunteers

1. Volunteers will have the ability to search the Website for current volunteer opportunities available throughout Louisiana, based on parameters such as location, date, and type of volunteer service.
2. Volunteers shall be able to register for future volunteer opportunities on the Website based on parameters such as location, date, and type of volunteer service and to be able to receive notices when volunteer opportunities arise.

For nonprofits, faith-based organizations and public entities using volunteers in Louisiana (Organizations)

1. Organizations shall be able to post volunteer opportunities on the Website as opportunities become available.
2. Organizations shall be able to recruit volunteers online and through e-mail (up to 25,000 at a time), based on volunteers' desired location, date, type of services, and other parameters indicated by the volunteer during registration.
3. Organizations shall be able to manage volunteers, by providing information regarding the volunteer opportunity prior to the service (e.g., time, date, location, skills and supplies required, contact names and information, re-scheduling information, forms to be completed) and after the experience (e.g., surveys to determine outcome of the project, feedback on the experience, gauge interest in additional volunteering, etc.)

For the State

1. Cost-effective bulk email service capable of sending up to 25,000 emails at one time
2. State shall be able to post volunteer opportunities on the Website as opportunities become available.
3. State shall be able to recruit volunteers online and through e-mail (up to 25,000 at a time), based on volunteers' desired location, date, type of services, and other parameters indicated by the volunteer during registration.
4. State shall be able to manage volunteers, by providing information regarding the volunteer opportunity prior to the service (e.g., time, date, location, skills and supplies required, contact names and information, re-scheduling information, forms to be

- completed) and after the experience (e.g., surveys to determine outcome of the project, feedback on the experience, gauge interest in additional volunteering, etc.)
5. State shall have administrative capabilities to support organizations and volunteers if they have difficulty searching for or posting volunteer opportunities.
 6. State shall have administrative capabilities to approve or reject volunteers or organizations from participation in the system.
 7. State shall be able to create disaster-specific volunteer registries so that volunteers may register their intent to volunteer, list specific skills, list availability, and list interests.
 8. State shall be able to associate specific opportunities to a larger event, such as a disaster.
 9. State shall have the capability of creating reports, which can be exported in Microsoft Excel, including but not limited to the number of volunteers, number of organizations, number of opportunities, number of volunteer hours served, and location of projects.

Component 2: Data Search Aggregator for volunteer opportunities

Contractor(s) selected for Component 2 will be required to provide the following services and functionality for the Website, which shall be available 24/7/365:

A searchable, dynamic Louisiana volunteer opportunity database created and supported by the selected Contractor(s). The database shall aggregate information on Louisiana volunteer opportunities from a number of national datasets and national volunteer databases that the Commission has determined are used by local organizations to post their volunteer opportunities. The Contractor shall be responsible for arranging access to these national volunteer databases.

Component 3: Website hosting and maintenance

Contractor(s) selected for Component 3 will be required to provide the following services and functionality for the Website, which shall be available 24/7/365:

1. Professional hosting for the Website.
The selected Contractor will be responsible for hosting VolunteerLouisiana.gov through a reputable, cost-effective, professional web hosting firm that Contractor has worked with successfully for three (3) years or longer. If the Contractor is the actual web hosting firm, provide the number of years that the firm has been in business. Web hosting of VolunteerLouisiana.gov will include ten (10) GB of managed dedicated web server disk space, 300 GB/month bandwidth scalable to 900 GB/month during natural disasters or emergencies, monthly analytical tracking and weekly data backup service.

In the event the Contractor has not worked with the recommended web hosting firm for three years, the Contractor shall explain how long it has worked with the

firm, the number of clients the firm hosts on the site, and provide 3rd party confirmed uptime. (This is not applicable if the Contractor is the actual web hosting firm.)

2. Website maintenance including updates/enhancements to the look and content of the Website

Please refer to the Sample Contract for a complete description of the proposed scope of services.

D. Other - State Rights and Responsibilities

1. State reserves the right to provide or contract for any of these services independently, within state contracting and procurement guidelines.
2. State reserves the right to allocate services according to the State's best interests.
3. State may opt to contract for some, all or none of the services listed above. State also reserves the right to select multiple vendors or contractors for any component if it serves the State's best interests.
4. Travel expenses constitute part of the total maximum payable under the contract and pre-approved travel will only be reimbursed in accordance with the Louisiana Division of Administration Policy and Procedure Memorandum 49 (The State General Travel Regulations.)

2. Questions Regarding the RFP

Questions regarding the RFP must be written and submitted directly by email or mail to the Issuing Officer, Part 2.1, Contact Information, by the date noted in the Schedule of Events. All questions received on or before the deadline and the official answers to questions regarding the RFP will be posted to the State's website, www.VolunteerLouisiana.gov and LaPAC <http://wwwprd.doa.louisiana.gov/osp/lapac/pubmain.asp> on the date noted in the Schedule of Events. The State will not respond to questions received after the date noted in the Schedule of Events.

Please submit inquiries in the following format:

Company Name:	
Question/Inquiry	Reference RFP section and page
1.)	
2.)	

3. Response Deadline

Proposals must be received by the Volunteer Louisiana Commission, 1051 North Third Street, Capitol Annex, Ground Floor, Suite B20, Baton Rouge, Louisiana 70802 no later than

2 p.m. Central Time on the date specified in the Schedule of Events. Late proposals will not be evaluated.

4. Standard Contract

The State will enter into negotiations with the Contractor or Contractors whose proposals are awarded the highest score by the Evaluation Committee. These negotiations will be directed toward a formal contract between the selected Contractor and the State.

The contract will contain an “Entire Agreement Clause,” which provides that:

“This contract, together with the RFP and addenda issued thereto by the State, the proposal submitted by the Contractor in response to the RFP, and any attachments specifically incorporated herein by reference, constitute the entire agreement between the parties with respect to the subject matter.”

The contract will also contain an “Order of Precedence Clause,” which provides that:

“In the event of any inconsistent or incompatible provisions, this signed agreement (excluding the RFP and Contractor’s proposal) shall take precedence, followed by the provisions of the RFP, and then by the terms of the Contractor’s proposal.”

Insurance Requirements for Contractors – Proposer must provide certificate of insurance upon execution of contract. Please refer to the sample contract for the insurance requirements.

A sample copy of the standard contract, containing the proposed scope of services, is provided as Attachment A. If the Proposer takes exception to any terms of the attached standard contract, the Proposer should include that information in its proposal for discussion and negotiation upon notification of award.

If contract negotiations with the selected Proposer cannot be concluded within 30 days following selection, State may, at its discretion, immediately discontinue negotiations with the selected Proposer and may commence negotiations with the next highest scored Proposer.

5. Incurring Costs

The State is not liable for any cost or expense an individual or business entity may incur while reviewing this RFP, conducting research regarding this RFP, in preparing a proposal in

response to this RFP or for travel, food, lodging or any other expenses incurred during proposal presentations, if any, in Baton Rouge, Louisiana.

6. Disclosure of Proposal Contents

The information provided in the proposals shall be held in confidence until a contract is awarded, as per the Louisiana Public Records Act, La. R.S. 44:1 et seq. The winning proposal will become a part of the executed contract. Proposers are encouraged to familiarize themselves with the Louisiana Public Records Act.

Pursuant to La. R.S. 44:3.2 of the Louisiana Public Records Act, any request for confidential treatment of any part of a proposal shall contain a cover sheet that provides in bold type “DOCUMENT CONTAINS CONFIDENTIAL PROPRIETARY OR TRADE SECRET INFORMATION.” Each instance of information considered proprietary or trade secret must be clearly marked and provide the specific legal basis supporting the request, as well as an explanation why disclosure is not in the best interest of the public. However, the determination of whether such information is proprietary shall be made by the custodian. Any proposal marked as confidential in its entirety may be rejected without further consideration or recourse.

7. Addenda/Changes

Should it be necessary to correct, amend, or revise any part of this RFP, addenda will be posted on the State’s website, www.VolunteerLouisiana.gov, and LaPAC, <http://wwwprd.doa.louisiana.gov/osp/lapac/pubmain.asp>.

Any changes will be technical in nature or will provide a clarification of terms and requirements. Major substantive changes will necessitate reissuance of this RFP.

8. News Releases

No news releases regarding this RFP or the selection procedure may be made without express written approval from the Issuing Officer.

9. Right to Reject All Proposals

State reserves the right to reject any and all proposals.

10. Withdrawal of Proposal

A Proposer may withdraw a proposal that has been submitted at any time up to the date and time the proposal is due. To accomplish this, a written request signed by the authorized

representative of the Proposer must be submitted to the Issuing Officer, Part 2.1 Contact Information.

11. Ownership of Proposal

All materials submitted in response to this request become the property of the State. Selection or rejection of a proposal does not affect this right.

12. Errors and Omissions in Proposal

The State will not be liable for any errors in proposals. The State, at its option, has the right to request clarification or additional information from the Proposers.

13. Initial Offer

The State reserves the right to enter into a Contract without further discussion of the proposal submitted based on the initial offer received. The State reserves the right to contract for all or a partial list of services offered in the proposal.

14. Code of Ethics

Proposers are responsible for determining that there will be no conflict or violation of the Louisiana Code of Governmental Ethics if their company is awarded the contract. Ethics issues are interpreted by the Louisiana Board of Ethics.

15. Definitions

Shall, Must, or Will - Denotes mandatory language; a requirement that must be met without alteration. Should, Can, or May - Denotes desirable, non-mandatory language.

16. Waiver of Administrative Informalities

The State reserves the right, at its sole discretion, to waive administrative informalities contained in any proposal.

17. Corporation Requirements

If the contractor is a corporation not incorporated under the laws of the State of Louisiana, the contractor shall have obtained a certificate of authority pursuant to R. S. 12:301-302 from the Secretary of State of Louisiana.

If the contractor is a for-profit corporation whose stock is not publicly traded, the contractor shall ensure that a disclosure of ownership form has been properly filed with the Secretary of State of Louisiana.

PART 2. GENERAL INFORMATION ABOUT THE ISSUING AGENCY

1. Contact Information

The Issuing Officer for this RFP is Janet Pace, Executive Director, Volunteer Louisiana Commission. All communication regarding this RFP and the resulting contract will be coordinated through the Issuing Officer. All correspondence should reference “RFP-Louisiana Volunteer Management System and Volunteer Opportunity Database Aggregator” in the subject line.

US Mail:
Janet Pace, Executive Director
Volunteer Louisiana Commission
P.O. Box 44243
Baton Rouge, LA 70804
(225) 342-2038
jpace@crt.la.gov

Courier, FedEx, UPS, etc.:
Volunteer Louisiana Commission
1051 N. Third Street
Capital Annex Building
Ground Floor, Suite B20
Baton Rouge, LA 70802

2. Department Organization

In 1993, the Volunteer Louisiana Commission was established in the Office of the Lieutenant Governor to rekindle the spirit of service and citizenship among the citizens of Louisiana. The mission of the Volunteer Louisiana Commission is to build and sustain high-quality programs that meet the needs of Louisiana's citizens and promote an ethic of service.

The Commission believes that citizen service provides opportunities for individuals to achieve academic success, to develop job skills, to strengthen communities and to build a culture of good citizenship and personal responsibility. It accomplishes this by:

- A.** Offering AmeriCorps grants to community and faith-based organizations that improve Louisiana communities and the lives of its most vulnerable citizens. This year \$3.5 million will be invested by providing nearly 1,000 volunteer members to 10 agencies in 15 parishes.
- B.** Promoting opportunities to serve through a statewide volunteer portal

www.VolunteerLouisiana.gov that allows people to find and register for volunteer opportunities 24/7 and to help in times of disaster.

- C.** Recognizing the significant contribution by volunteers to the state through the Louisiana Volunteer Service Awards.

PART 3. INSTRUCTIONS FOR RESPONDING TO RFP

1. How to Submit the Proposal

All proposals must be received in the Volunteer Louisiana Commission office in Baton Rouge by 2 p.m. CT on the date specified in the Schedule of Events. Proposals may be mailed, shipped or hand-delivered to:

By hand-delivery, courier, FedEx or UPS:

Volunteer Louisiana Commission
Attn: Janet Pace
Capitol Annex, Ground Floor, Suite B20
1051 N. Third Street
Baton Rouge, LA 70802

or by US Mail:

Volunteer Louisiana Commission
Attn: Janet Pace
P.O. Box 44243
Baton Rouge, LA 70804

The package should be sealed and labeled as “Response to RFP – Louisiana Volunteer Management System and Volunteer Opportunity Database Aggregator” Proposers should submit six (6) duplicate copies of the proposal, including all attachments. Please respond to all questions and provide all information in the order requested.

2. Proposal Contents

- A. Proposal Summary. Every proposal should include a typed summary which provides the following information, in the following order:
1. Indicate the Component of the RFP for which the proposal is being submitted
 2. Contractor’s Name (including the Contractor’s legal name and any other name under which it conducts business and the type of business entity)
 3. Chief Executive Officer
 4. Account Manager, if different
 5. Chief Information Officer or Information Technology Director
 6. Representative of the Contractor to whom any further or additional correspondence regarding this RFP may be directed, if different
 7. Address
 8. Email address

9. Phone number
10. Fax number
11. Website address
12. Tax I.D. number
13. Signature of an official authorized to bind the Proposer to its provisions (only one original signature is necessary)

B. Items to be Submitted for Evaluation

1. Experience

- a. Proposers shall submit a detailed narrative describing their relevant technical experience, including the experience of any proposed subcontractors. The documentation should thoroughly describe the role of the Proposer for similar contracts and projects, including expertise and support provided. Proposers may include any supporting documentation they feel will support their descriptive narrative including the URLs to websites that employ their data aggregation technology and other agencies which use their volunteer management system.
- b. If a Proposer seeks to collaborate with other business entities or individuals in a proposal, the Proposer must submit the written agreements that describe that collaboration, including the nature of the relationship (e.g., contractor/sub-contractor, partnership, joint venture) and an explanation of the division of duties, billing and payment arrangements, lines of communication, information technology, hosted services and account management. The State will require the appointment of a single point of contact for any such collaboration.
- c. The Proposer shall provide a list of employees who would work on the account and indicate which employees would be solely dedicated to the account. Include:
 - i. Name
 - ii. Job Title/Responsibilities
 - iii. Number of Years in Current Position
 - iv. Brief Summary of Work and Education History/Résumé

Please note that the selected contractor will be required to secure prior written approval for changes of key personnel assigned to the account. The State will not unreasonably deny approval of changes.
- d. The Proposer shall include a client list of up to three (3) clients for those with whom you have provided similar services.
 - i. Briefly describe the services provided
 - ii. Include a contact name, address, email address, and phone number for each
- e. The Proposer shall provide a written statement in which it certifies that it is an equal opportunity employer, that it does not discriminate in its employment

practices or delivery of services, and that it will make every effort, when economically feasible, to subcontract with Veteran and Hudson Initiative small entrepreneurship (<https://smallbiz.louisianaforward.com/index2.asp>).

2. Determination of Responsibility

Proposers shall provide the following:

- a. Company Background and Financial Stability
 - i. Submit a letter of good standing from the Proposer's bank and two credit references.
 - ii. Complete and submit the Company Background Information Sheet (Attachment VI)
- b. Before entering into the contract let under this RFP, the State will be required to certify that it has determined the selected contractor to be responsible, according to the following factors as they relate to the purpose and scope of this RFP:
 - i. Has adequate financial resources for performance, or has the ability to obtain such resources as required during performance;
 - ii. Has the necessary experience, organization, technical qualifications, skills, and facilities, or has the ability to obtain them (including probable subcontractor arrangements and access to the identified data sources, if applicable);
 - iii. Is able to comply with the proposed or required time of delivery or performance schedule;
 - iv. Has a satisfactory record of integrity, judgment, and performance; and
 - v. Is otherwise qualified and eligible to receive an award under applicable laws and regulations.

Proposers should ensure that their proposals contain sufficient information for the State to make its determination by presenting acceptable evidence of the above to perform the services called for by the contract. That is, a separate submission is not required for this subsection if the Proposer has determined that the Proposer has already supplied the State sufficient information to make this determination. Should the Proposer determine additional information is required, please limit to one (1) page.

In accordance with the provisions of R.S.39:2192, in awarding contracts after August 15, 2010, any public entity is authorized to reject a proposal or bid from, or not award the contract to, a business in which any individual with an ownership interest of five percent or more, has been convicted of, or has entered a plea of guilty or nolo contendere to any state felony or equivalent

federal felony crime committed in the solicitation or execution of a contract or bid awarded under the laws governing public contracts under the provisions of Chapter 10 of Title 38 of the Louisiana Revised Statutes of 1950, professional, personal, consulting, and social services procurement under the provisions of Chapter 16 of Title 39, or the Louisiana Procurement Code under the provisions of Chapter 17 of Title 39.

3. Proposed System Solution

The Proposer must describe in detail how its proposed system meets the Functional and Technical Requirements for the Component(s) proposed. It is not acceptable to simply state that the proposed system will meet or exceed the specified requirements. A narrative must be written describing the functionality, integration, accessibility, and security of the proposed system.

4. Work Plan

The State encourages responses that demonstrate a thorough understanding of the nature of the work and what the Contractor must do to get the work done properly. To this end, the Proposer must submit a Work Plan that must include detail sufficient to give the State an understanding of how the Proposer's knowledge and approach will:

- a. Manage the work
- b. Guide work execution
- c. Document planning assumptions and decisions
- d. Facilitate communication among key stakeholders (e.g., Volunteer Centers, potential volunteers, etc.)
- e. Define key management review as to content, scope, and schedule;
- f. Test the work after going live with the production (Beta) version; and
- g. Resolve problems and issues discovered during use and testing of the Beta version.

The Proposer must provide a schedule that indicates the timeframe and significant waypoints for completing the implementation of the Volunteer Management System and the Volunteer Opportunity Database Aggregator according to RFP requirements and meet the implementation deadline as listed in the Schedule of Events.

5. Cost

Component 1: Volunteer Management System

Proposer's cost for the Volunteer Management System shall reflect all costs associated with the design and implementation of the Program as described in Part 1, Scope of this RFP

Component 2: Volunteer Opportunity Database Aggregator

Proposer's cost for the Volunteer Opportunity Database Aggregator shall reflect all costs associated with the design and implementation of the Program as described in Part 1, Scope of this RFP

Component 3: Web Hosting

Proposer's web hosting rate shall reflect the annual cost for hosting and maintenance of the Website

Each Proposer must submit its cost proposal on the form labeled "Cost Proposal" (Form A) or a duplicate thereof.

6. Oral Presentation

Finalists may be required to present their proposals and answer questions for the Evaluation Committee at an oral presentation held in Baton Rouge, Louisiana on the date indicated in the Schedule of Events.

7. Veteran and Hudson Initiatives

The State of Louisiana Veteran and Hudson Initiatives are designed to provide additional opportunities for Louisiana-based small entrepreneurship (sometimes referred to as LaVet's and SE's respectively) to participate in contracting and procurement with the State. A certified Veteran-Owned and Service-Connected Disabled Veteran-Owned small entrepreneurship (LaVet) and a Louisiana Initiative for Small Entrepreneurships (Hudson Initiative) small entrepreneurship are businesses that have been certified by the Louisiana Department of Economic Development. All eligible vendors are encouraged to become certified. Qualification requirements and online certification are available at https://smallbiz.louisianaforward.com/index_2.asp.

Ten percent (10%) of the total evaluation points on this RFP are reserved for Proposers who are themselves a certified Veteran or Hudson Initiative small entrepreneurship or who will engage the participation of one or more certified Veteran or Hudson Initiatives small entrepreneurship as subcontractors. Reserved points shall be added to the applicable Proposers' evaluation score as follows:

Proposer Status and Reserved Points

Proposer is a certified small entrepreneurship: Full amount of the reserved points
Proposer is not a certified small entrepreneurship but has engaged one or more certified small entrepreneurship to participate as subcontractors or distributors.
Points will be allocated based on the following criteria:

- a. the number of certified small entrepreneurship to be utilized
- b. the experience and qualifications of the certified small entrepreneurship(s)
- c. the anticipated earnings to accrue to the certified small entrepreneurship(s)

If a Proposer is not a certified small entrepreneurship as described herein, but plans to use certified small entrepreneurship(s), Proposer shall include in its proposal the names of their certified Veteran Initiative or Hudson Initiative small entrepreneurship subcontractor(s), a description of the work each will perform, and the dollar value of each subcontract.

During the term of the contract and at expiration, the Contractor will also be required to report Veteran-Owned and Service-Connected Disabled Veteran-Owned and Hudson Initiative small entrepreneurship subcontractor or distributor participation and the dollar amount of each.

The statutes (R.S 39:2171 et. seq.) concerning the Veteran Initiative may be viewed at <http://legis.la.gov/lss/lss.asp?doc=671504>; and the statutes (R.S 39:2001 et. seq.) concerning the Hudson Initiative may be viewed <http://legis.la.gov/lss/lss.asp?doc=96265>. The rules for the Veteran Initiative (LAC 19:VII. Chapters 11 and 15) and for the Hudson Initiative (LAC 19:VIII Chapters 11 and 13) may be viewed at <http://www.doa.louisiana.gov/osp/se/se.htm>. A current list of certified Veteran-Owned and Service-Connected Disabled Veteran-Owned and Hudson Initiative small entrepreneurship may be obtained from the Louisiana Economic Development Certification System at https://smallbiz.louisianaforward.com/index_2.asp. Additionally, a list of Hudson and Veteran Initiative small entrepreneurship, which have been certified by the Louisiana Department of Economic Development and who have opted to register in the State of Louisiana LaGov Supplier Portal https://lagoverpvendor.doa.louisiana.gov/irj/portal/anonymous?guest_user=self_reg may be accessed from the State of Louisiana Procurement and Contract (LaPAC) Network <http://www.prd.doa.louisiana.gov/osp/lapac/vendor/srchven.asp>. When using this site, determine the search criteria (e.g. alphabetized list of all certified vendors, by commodities, etc.) and select SmallE, VSE, or DVSE.

FORM A. COST PROPOSAL

Submit a form for each Component being proposed. Provide descriptions within each section to adequately detail what is included in each cost category.

COMPONENT 1

1. Personnel Costs	
2. Development Costs	
3. Software Costs	
4. Licensing and/or recurring costs	
5. Bulk email (up to 25,000 at one time)	
6. Other	
Total	

COMPONENT 2

1. Personnel Costs	
2. Development Costs	
3. Software Costs	
4. Licensing and/or recurring costs	
5. Other	
Total	

COMPONENT 3

1. Annual Hosting Fee	
2. Annual Maintenance Fee	
Total	

PART 4. SELECTION PROCEDURE AND EVALUATION CRITERIA

All proposals received by the deadline will be reviewed first for substantial compliance with this RFP. Proposals that are late or not substantially compliant will not be evaluated.

Proposals that are timely and substantially compliant will be reviewed by the Evaluation Committee, which will include up to six individuals selected by the State. The State reserves the right to invite other personnel to sit in on oral presentations (if needed) and review the proposals. However, only members of the Evaluation Committee will grade the written proposals and oral presentations.

The State reserves the right to seek clarification of any proposal for the purpose of identifying and eliminating minor irregularities or informalities.

The written proposals will be evaluated and graded in accordance with the Evaluation Criteria listed on the Grading Sheet (Form B). The Proposers whose proposals are determined to be reasonably susceptible of being selected may be invited to make an oral presentation.

The purpose of the oral presentation, if needed, is to allow the Evaluation Committee to learn more about the information contained in the written proposal. Proposers will be asked to elaborate on the submitted information; no additional material need be prepared or submitted. Equipped with more complete information, the Evaluation Committee will then grade each Proposer according to the criteria listed on the Grading Sheet (Form B). The previous score from the written proposal evaluation will not be considered. The Proposers' grades awarded after the oral presentations are the final grades. The grades will not be averaged or combined in any way with the grades initially awarded by the Evaluation Committee.

Multiple proposals from a single proposer will be scored separately by each component.

Proposers will be ranked according to the scores received. The Proposer with the highest-ranking proposal will be notified of the outcome, as will the other Proposers, on the date set forth in the Schedule of Events.

If contract negotiations with the selected Proposer cannot be concluded within 30 days following selection, State may, at its discretion, immediately discontinue negotiations with the selected Proposer and may commence negotiations with the next highest scored Proposer.

FORM B. SAMPLE GRADING SHEET

COMPONENT (CIRCLE ONE) 1 2 3

PROPOSER: _____

Criteria	Maximum Possible Points	Total Points
1. Experience and Demonstrated Technical Ability	10	
2. Financial Stability	5	
3. Cost	30	
4. Proposed System Solution	30	
5. Work Plan	15	
Sub-total	90	
Veteran and Hudson Initiative (Up to 10% of 100 points)	10	
TOTAL	100	

Relative Cost of Services is calculated using this formula, taking into account the Proposer's average transaction cost propose:

$$\frac{\text{Lowest Proposed Average Proposed Cost}}{\text{Proposer's Average Proposed Cost}} \times (30) = \text{Score}$$

EVALUATION COMMITTEE MEMBER: Print Name _____

Signature _____

Date _____

ATTACHMENT A SAMPLE CONTRACT

Note: The following Sample Contract includes all three Components of the RFP. If the Components are awarded separately to multiple contractors, the actual contract(s) will include only the component(s) awarded to the individual contractor.

STATE OF LOUISIANA

CONTRACT

Be it known that the Office of the Lieutenant Governor, Volunteer Louisiana Commission (hereinafter sometimes referred to as "State" or "Commission") and (*Contractor's name and legal address including zip code*), hereinafter sometimes referred to as the "Contractor", do hereby enter into a contract under the following terms and conditions.

1.0 SCOPE OF SERVICES

Contractor hereby agrees to furnish services to State as specified in Section 3.0 and the Statement of Work (Attachment I).

1.1 CONCISE DESCRIPTION OF SERVICES

Contractor will provide functionality for two dynamic sections on VolunteerLouisiana.gov (Website): a system to register and manage volunteers, organizations and events including an administrative module, and a volunteer opportunity database aggregation and search module. The Contractor will also arrange access to national volunteer databases, identify a professional hosting option for the Website, provide site maintenance, and propose a cost effective bulk email service capable of sending up to 25,000 email addresses at one time.

The Volunteer Management System

The Volunteer Management System must have the following capabilities:

For the State

1. Create and manage credentials for at least two (2) administrators
2. View all volunteer opportunities posted on the system
3. Sort and view all volunteer opportunities by day, week, month
4. View all organizations registered on the system
5. Have ability to accept/decline organizations' registrations
6. Collect and track all contact information about volunteers
7. Track volunteer hours by week, month, quarter, year
8. Track volunteer hours by project
9. Track volunteer skills
10. Track volunteer availability and interests

11. View calendar opportunities by day, week, month
12. Have 3 to 5 customizable fields for a volunteer registration form
13. Create disaster-specific volunteer registries so that volunteers may register their intent to volunteer, list specific skills, list availability, and list interests
14. Have capability to associate specific opportunities to a larger event, such as a festival or a disaster
15. Have capability to email 25,000 volunteers at one time, including disaster volunteers
16. Allow for reports to be run/data to be exported in Microsoft Excel
17. Provide automatic notification of new organizations and volunteer opportunities

For organizations

1. Create and manage credentials for two organization-level administrators
2. Ability to register as an organization
3. Ability to post volunteer needs online including multiple dates and shifts
4. Ability to post events
5. Ability to add volunteers to an opportunity
6. Ability to accept or decline volunteers online
7. Ability to search for volunteers by interest area, availability, location
8. Ability to email volunteers as a group or individually
9. Ability to record volunteer hours after participation
10. Ability to print sign-up sheets for specific opportunities
11. Ability to email auto reminder to volunteers 48 hours prior to opportunity for which they registered

For volunteers

1. Ability to register online for an opportunity
2. Ability to sign up for opportunities online
3. Privacy level options:
 - a. any organization approved to post opportunities on the volunteer management system may contact a volunteer registered on the system
 - b. only the organization to which the volunteer affiliates may contact the volunteer
4. Ability to update volunteer profile, including adding additional volunteer hours
5. Search capabilities to find opportunities by interest area, geography or availability
6. Ability to opt out of volunteer opportunity when reminder is sent 48 hours before

Volunteer Opportunity Database Aggregator

The Contractor will provide a database aggregator that pulls data from multiple external volunteer opportunity datasets and presents it in response to a potential volunteer's search.

The Contractor shall make the aggregated data accessible by creating and incorporating a user-friendly search portal on VolunteerLouisiana.gov. The search portal must include a search function for simple keyword searches and advanced searches with multiple keywords across multiple fields from the aggregated data. The advanced search feature shall use Boolean search conditions that include no fewer options than those previously on the site, including a pick list of categories (see: <http://volunteerlouisiana.gov/volunteering/find-opportunities/>) that allows one or more or all volunteer

categories to be selected and searched. Prospective volunteers will be able to search for volunteer opportunities based on the following criteria:

1. Keywords (Simple & Advanced)
2. Category
3. LA Zip Code (w/ Radius)
4. LA Parish
5. Home / Virtual Opportunities
6. Audience (Kids, Teens, Seniors, Groups)
7. Duration (Ongoing, One-Time, Full-Time)

The advanced search feature must also include the level of commitment required of the volunteer based on the duration of service including one-time/cyclical, ongoing/part-time, and full-time. Audience type should be included to filter opportunities where kids, seniors, teens, groups or combinations of the four are welcome to volunteer for an event or activity. The geographic area of interest will narrow the search to a specific radius from a user input zip code or restrict it to a single parish.

The Contractor shall create a web analytics reporting feature designed to quantify, sort, and summarize all available data on visitors and their searches, meeting specific criteria. All searches must be recorded for tracking and reporting purposes.

Some data and necessary Applications Program Interfaces (APIs) for aggregation are free. Others may be leased on an annual basis. It is the Contractor's responsibility to include the annual cost for leasing data and the onetime cost for acquiring the API to access, normalize, and aggregate the data so it may be searched as if it were a single database. The Contract will ensure the Graphical User Interface (GUI) design that displays aggregated volunteer opportunities conforms to the general look and feel of the Volunteer Louisiana Commission's website with the results from the various sources formatted and presented consistently. Logos will be sized equally and placed in the same relative location in the search results.

Access to National Volunteer Databases

The eight (8) volunteer opportunity databases that will be included in this database aggregator are:

- | | |
|-----------------------------------|---|
| 1. AmeriCorps | http://www.americorps.gov/ |
| 2. Citizen Corps | http://citizencorps.gov/ |
| 3. HandsOn Connect | http://www.handsonnetwork.org/ |
| 4. Idealist | http://www.idealists.org/ |
| 5. National Mentoring Partnership | http://www.mentoring.org/ |
| 6. Peace Corps | http://www.peacecorps.gov/ |
| 7. Serve.gov | http://www.serve.gov/ |
| 8. Volunteer Match | http://www.volunteermatch.org/ |

Contractor will incorporate any new national volunteer databases within thirty (30) days of a request from the Volunteer Louisiana Commission. Contractor will remove any national volunteer database that is no longer updated or maintained within fifteen (15) days of a request from the Volunteer Louisiana Commission.

Contractor shall pay any fees for access to the national datasets. The State will accept the inclusion of a small logo on data returned from volunteer opportunity listing sites if inclusion offsets recurring access charges. Contractor shall inform the State of the cost for listing data without the logo when such an option is available.

Professional Web Hosting Services

The Contractor will be responsible for hosting VolunteerLouisiana.gov through a reputable, cost-effective, professional web hosting firm that Contractor has worked with successfully on previous projects for three (3) years or longer. Web hosting of VolunteerLouisiana.gov will include ten (10) GB of managed web server disk space 300 GB bandwidth monthly, scalable to 900 GB monthly during disasters, monthly analytical tracking and maintain a current backup of the website that includes all static and changed data.

The web hosting firm shall:

1. Host VolunteerLouisiana.gov on a current version of Apache, Microsoft Internet Information Server or other web server that supports current, stable versions of technologies and scripting such as HTML, XHTML, HTML 5, CSS, ASP, PHP, MySQL, MS SQL;
2. Include a detailed Service Level Agreements (SLA) including full information on server backup/restore, management, data recovery procedures, offsite replication (if included), and physical and on-line security. The SLA shall include a guaranteed reasonable time for recovery from data, server, or data center problems that make the Website unavailable over the Internet. The SLA shall further stipulate reparation for loss of service if recovery exceeds the guaranteed reasonable time to recovery. Reparation may include appropriate reductions in billing detailed in the SLA;
3. Maintain a current backup of the website that includes all static and changed data;
4. Have sufficient battery UPS to keep the Website, site server and other necessary components running while a backup power generator is brought on line and have adequate backup generator power to run all servers at the hosting site.
5. Maintain optimal temperature and humidity with an HVAC system that runs from either line or generator power;
6. Have multiple data circuits from different vendors/networks for data circuit redundancy to survive loss of one or more circuits;
7. Have gaseous agent oxygen deprivation fire suppression system (HFC-227ea, FM-200, HFC 125);
8. Maintain the server that hosts VolunteerLouisiana.gov within a secure facility that follows strict, formal identification and scheduling procedures for server room access.
9. Secure the web server behind a firewall and provide encryption via Secure Socket Layer (SSL) protocol as necessary for secure, highly encrypted transmission of sensitive data.

Contractor shall disclose the name of the hosting firm they will use to host VolunteerLouisiana.gov and the plan they will use for review by State to ensure compliance with requirements above.

Website Maintenance

Ongoing site maintenance includes support/training of Volunteer Louisiana staff, as well as responding to urgent needs and updates. This applies to the current Volunteer Louisiana *All We Need Is U* campaign website and other subsidiary sites.

1.2 COMPLETE DESCRIPTION OF SERVICES

A full description of the scope of services is contained in the following Attachments which are made a part of this contract:

Attachment I - Statement of Work

Attachment II - Hardware/Software Environment

Attachment III - Contractor Personnel and Other Resources

Attachment IV - State Furnished Resources

2.0 ADMINISTRATIVE REQUIREMENTS

2.1 TERM OF CONTRACT

This contract shall begin on _____ and shall end on _____. State has the right to extend this contract up to a total of three years through amendment with the concurrence of the Contractor.

2.2 WARRANTIES

Contractor shall indemnify State against any loss or expense arising out of any breach of any specified Warranty.

A. Period of Coverage. The Warranty period for software and system components covered under this Contract will begin on the date of acceptance or date of first productive use, whichever occurs later, and will terminate on the contract termination date. Any problems identified by the State or Contractor must be addressed within 24 hours by the Contractor under its duty to provide technical support and maintenance during the term of this agreement.

B. Free from Defects. Contractor warrants that the system developed hereunder shall be free from defect in design and implementation and will continue to meet the specifications agreed to during system design and Contractor will, without additional charge to the State, correct any such defect and make such additions, modifications, or adjustments to the system as may be necessary to operate as specified in the Technical Deliverables accepted by the State.

C. Software Standards Compliance. Contractor warrants that all software and other products delivered hereunder will comply with State standards and/or guidelines for resource names, programming languages, and documentation as referenced in Attachment II.

D. Software Performance. Specific operating performance characteristics of the software developed and/or installed hereunder are warranted by the Contractor as stated in Attachment I.

E. Original Development. Contractor warrants that all materials produced hereunder for the Volunteer Louisiana Management System and the Volunteer Opportunity Aggregator will be of original development by Contractor, and will be specifically developed for the fulfillment of this contract. . Contractor will disclose all third party software used in the software under development including all libraries, frameworks, components, and other products, whether commercial, General Use Licensed, free, open-source, or closed-source, used in the software. Contractor shall fully license and acknowledge such code by acquiring agreements, licenses, and paying all one-time and recurring fees through the full use life of the product. Contractor further assumes responsibility for the security of all third party software for the use life of the product ensuring it conforms to clause F. below.

F. No Malicious or Surreptitious Code Warranty. Contractor will not deliver programs with malicious code including viruses, worms, Trojan horses, time bombs or other harmful, files, programs, scripts, agents or programs. It will not include any links to malicious web pages. Contractor will apply current published fixes for well known vulnerabilities to SQL Injection, cross-site scripting, Session Hijacking/fixation, redirection or other common attacks that allow an attacker to execute unauthorized commands. Contractor will inspect and remove malware and fix vulnerabilities in all code and API's acquired from third parties.

2.3 STAFF INSURANCE

Contractor shall procure and maintain for the duration of the contract insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the work hereunder by the Contractor, his agents, representatives, employees or subcontractors. The cost of such insurance shall be included in the total contract amount included in Section 5.0. For insurance requirements, refer to Attachment V.

2.4 LICENSES, FEES and AGREEMENTS

Contractor shall secure and maintain all licenses required to do the work required to complete this contract and acknowledge all third party software through the full use life of the product.

2.5 SECURITY

Contractor will eliminate vulnerabilities from malware to the code and provide secure access to the server, whether physical, virtual or cloud based at the web hosting facility

2.6 TAXES

Contractor is responsible for payment of all applicable taxes from the funds to be received under this contract. Contractor's federal tax identification number is _____.

2.7 CONFIDENTIALITY

All financial, statistical, personal, technical and other data and information relating to the State's operations which are designated confidential by the State and made available to the Contractor in order to carry out this Contract, or which becomes available to the Contractor in carrying out this contract, shall be protected by the Contractor from unauthorized use and disclosure through the observance of the same or more effective procedural requirements as are applicable to the State. Contractor shall not be required to keep confidential any data or information which is or becomes publicly available, is already rightfully in the Contractor's possession, is independently developed by the Contractor outside the scope of this Contract, or is rightfully obtained from third parties.

3.0 TECHNICAL REQUIREMENTS

3.1 STATEMENT OF WORK

Contractor will perform services according to the terms of this Contract and according to the Statement of Work (SOW) in Attachment I.

3.2 CONFIGURATION REQUIREMENTS

The software system being installed shall be designed and configured by the Contractor to operate within the State's hardware, software, and networking environments as specified in Attachment II.

3.3 PROJECT MANAGEMENT

Contractor shall provide, at a minimum, the following project management functions:

A. Provide Project Management - Contractor will provide day-to-day project management using best management practices for all tasks and activities necessary to complete the Statement of Work.

B Provide Project Work Plan - Contractor shall develop and maintain a Project Work Plan which breaks down the work to be performed into manageable phases, activities and tasks as appropriate. The work plan will identify: activities/tasks to be performed, project personnel requirements (both State and Contractor), estimated workdays/personnel hours to complete, expected start and completion dates. Scheduled completion dates for each deliverable shall specifically be included. Written concurrence of both parties will be required to amend the Work Plan. The Project Work Plan shall be approved by the State before project payments are made.

C. Provide Project Progress Reports - Contractor shall submit monthly progress reports signed by the Contractor's Project Manager to the State, no later than 10 days after the close of each calendar month. Each progress report shall describe the status of the Contractor's performance since the preceding report, including the products delivered, descriptions of problems encountered with a plan for resolving them, the work to be accomplished in the coming reporting period, and identifying issues requiring management attention, particularly those which may affect the scope of services, the project budget, or the deliverables to be provided by the Contractor. Each report shall identify activities by reference to the Project Work plan.

D. Provide Time Sheets - Accompanying each Progress Report, the Contractor shall submit time sheets to the State Project Director indicating effort expended and work performed by each member of its, or its subcontractors' staff, participating in this contract. Time sheets shall, at a minimum, identify the name of the individual performing the work and the number of hours worked during the period by Work Plan task.

E. Provide Issue Control. Contractor will develop and implement with State approval, procedures and forms to monitor the identification and resolution of key project issues and problems.

3.4 QUALITY ASSURANCE REVIEWS

State reserves the right to conduct Quality Assurance Reviews at appropriate checkpoints throughout the project. Contractor will facilitate the review process by making staff and information available as requested by the reviewers at no additional cost to the State.

3.5 CONTRACTOR RESOURCES

Contractor agrees to provide the following Contract related resources:

A. Project Manager. Contractor shall provide a project manager to provide day-to-day management of project tasks and activities, coordination of Contractor support and administrative activities, and for supervision of

Contractor employees. The project manager shall possess the technical and functional skills and knowledge to direct all aspects of the project.

B. Key Personnel. Contractor shall assign staff who possess the knowledge, skills, and abilities to successfully perform assigned tasks. Individuals to be assigned by the Contractor are listed in Attachment III.

C. Personnel Changes. Contractor's Project Manager and other key personnel assigned to this Contract may not be replaced without the written consent of the State. Such consent shall not be unreasonably withheld or delayed provided an equally qualified replacement is offered. In the event that any State or Contractor personnel become unavailable due to resignation, illness or other factors, excluding assignment to project outside this contract, outside of the State's or Contractor's reasonable control, as the case may be, the State or the Contractor, as the case may be, shall be responsible for providing an equally qualified replacement in time to avoid delays to the work plan.

D. Other Resources. Contractor will provide other resources as specified in Attachment III.

3.6 STATE PROJECT DIRECTOR

State shall appoint a Project Director for this Contract who will provide oversight of the activities conducted hereunder. The Project Director is identified in Attachment IV. Notwithstanding the Contractor's responsibility for total management during the performance of this Contract, the assigned State Project Director shall be the principal point of contact on behalf of the State and will be the principal point of contact for Contractor concerning Contractor's performance under this Contract.

3.7 STATE FURNISHED RESOURCES

State will make available to the Contractor for use in fulfillment of this contract those resources described in Attachment IV.

3.8 STATE STANDARDS AND GUIDELINES

Contractor shall comply with State standards and guidelines related to systems development, installation, software distribution, security, networking, and usage of State resources described in Attachment II.

3.9 ELECTRONICALLY FORMATTED INFORMATION

Where applicable, State shall be provided all documents in electronic format, as well as hard-copy. Electronic records prepared by the Contractor for use by the State will be compatible with the State's MS Office Professional

Suite (current version) of desktop productivity software (e.g. Word, Excel, Access). Conversion of files, if necessary, will be Contractor's responsibility. Conversely, as required, Contractor must accept and be able to process electronic documents and files created by the State's current desktop applications as described in Attachment II.

4.0 ACCEPTANCE OF DELIVERABLES

Contract deliverables will be submitted, reviewed, and accepted according to the following procedure:

A. General. Except where this Contract provides different criteria, work will be accepted if it has been performed in accordance with the applicable specifications for Contractor's work in the Statement of Work, the Request for Proposals, the Contractor's Proposal, and/or as subsequently modified in State- approved software design documents developed within this Project, and in the accepted final documentation.

B. Submittal and Initial Review. Upon written notification by Contractor that a Deliverable is completed and available for review and acceptance, the State Project Director will use best efforts to review the Deliverable within five (5) business days after the Deliverable is presented to the State Project Director, but in no event later than ten (10) business days after the Deliverable is presented to the State Project Director. Within the applicable period, the State Project Director will direct the appropriate review process, coordinate any review outside the Project team, and present results to any user committees and/or Steering Committee for approval, as needed. The initial review process will be comprehensive with a view toward identifying all items which must be modified or added to enable a Deliverable to be approved. A failure to deliver all or any essential part of a Deliverable shall be cause for non-acceptance.

C. Notification of Acceptance or Rejection. If no notification is delivered to Contractor within the applicable period, the Deliverable will be considered approved. If State disapproves a Deliverable, State will notify Contractor in writing of such disapproval, and will specify those items which, if modified or added, will cause the Deliverable to be approved.

D. Resubmitting Corrected Deliverables. With respect to such Deliverables, Contractor will resubmit the Deliverable with requested modifications and the State Project Director will review such modifications within five (5) business days. If no notification is delivered to Contractor within those five (5) business days, the Deliverable is considered approved. If the State disapproves that Deliverable, the State will notify Contractor in writing of any additional deficiencies which result from such modifications and Contractor will resubmit the Deliverable with the requested modifications. The parties agree to repeat this process as required until all such identified deficiencies are corrected or a determination of breach or default is made. The payment by the State for each activity is contingent upon correction of all such deficiencies and acceptance by the State.

5.0 COMPENSATION AND MAXIMUM AMOUNT OF CONTRACT

In consideration of the services required by this contract, State hereby agrees to pay to Contractor a maximum fee

of \$ _____. Payment will be made only on approval of Janet Pace, Executive Director of the Volunteer Louisiana Commission. Travel and other expenses are included in the maximum amount payable under the contract and will not be reimbursed separately.

As final completion to the reasonable satisfaction of the State is obtained, payment will be made for services as follows:

1. Payment for the **creation of the Louisiana Volunteer Management System and the Louisiana Volunteer Opportunity Database Aggregator** will be paid upon an established Payment Schedule developed as part of the Contract.
2. Payment for web hosting and maintenance will be paid monthly upon receipt of an original invoice listing services delivered.

Prohibition Against Advance Payments. No compensation or payment of any nature will be made in advance of services actually performed and/or supplies furnished.

6.0 TERMINATION

6.1 TERMINATION FOR CAUSE

State may terminate this Contract for cause based upon the failure of Contractor to comply with the terms and/or conditions of the Contract; provided that the State shall give the Contractor written notice specifying the Contractor's failure. If within thirty (30) days after receipt of such notice, the Contractor shall not have either corrected such failure or, in the case of failure which cannot be corrected in thirty (30) days, begun in good faith to correct said failure and thereafter proceeded diligently to complete such correction, then the State may, at its option, place the Contractor in default and the Contract shall terminate on the date specified in such notice. Contractor may exercise any rights available to it under Louisiana law to terminate for cause upon the failure of the State to comply with the terms and conditions of this contract; provided that the Contractor shall give the State written notice specifying the State's failure and a reasonable opportunity for the state to cure the defect.

6.2 TERMINATION FOR CONVENIENCE

State may terminate the Contract at any time without penalty by giving thirty (30) days written notice to the Contractor of such termination or negotiating with the Contractor an effective date thereof. Contractor shall be entitled to payment for deliverables in progress, to the extent work has been performed satisfactorily.

7.0 INDEMNIFICATION

Contractor shall indemnify and hold harmless the State against any and all claims, demands, suits, and judgments of sums of money to any party for loss of life or injury or damage to person or property growing out of, resulting from or by reason of any intentional, reckless or negligent act or omission, operation or work of the Contractor, his agents, servants, or employees while engaged upon or in connection with the services or activities performed by the Contractor hereunder.

8.0 REMEDIES FOR DEFAULT

Any claim or controversy arising out of the contract shall be resolved by the provisions of LSA - R.S. 39:1524 - 1526.

9.0 AVAILABILITY OF FUNDS

The continuation of this contract is contingent upon the appropriation of funds by the legislature to fulfill the requirements of the contract. If the legislature fails to appropriate sufficient monies to provide for the continuation of the contract, or if such appropriation is reduced by the veto of the Governor or by any means provided in the appropriations act to prevent the total appropriation for the year from exceeding revenues for that year, or for any other lawful purpose, and the effect of such reduction is to provide insufficient monies for the continuation of the contract, the contract shall terminate on the date of the beginning of the first fiscal year for which funds have not been appropriated. Such termination shall be without penalty or expense to the State except for payments which have been earned prior to the termination.

10.0 OWNERSHIP OF PRODUCT

Upon completion of this contract, or if terminated earlier, all software, data files, documentation, records, worksheets, or any other materials related to this contract shall become the property of State. All such software, records, worksheets, or materials shall be delivered to the State within thirty days of the completion or termination of this contract.

If the Contractor is providing an "off-the-shelf" program customized for the Commission, the Contractor will provide the State a license to use the software provided for three years under this contract. The license is not transferable. Ownership of the software will not transfer to the State either during or after termination of the contract. The Contractor shall provide to the State a list of paid and free public domain software required to run the program and a list of contacts, proprietary procedure/software names and contact information for licensing and licensing fees.

If the contractor is providing a program of original design specifically for the Commission, the State owns all HTML, CSS, Java, ASP/PHP, scripts and program code and non-proprietary data created and developed by the Contractor for this project. Contractor retains all rights, title and interest in and to all proprietary code, licensed commercial code, and intellectual property rights embodied in or associated with the foregoing.

11.0 NONASSIGNABILITY

No contractor shall assign any interest in this contract by assignment, transfer, or novation, without prior written consent of the State. This provision shall not be construed to prohibit the contractor from assigning his bank, trust company, or other financial institution any money due or to become due from approved contracts without such prior written consent. Notice of any such assignment or transfer shall be furnished promptly to the State.

12.0 RIGHT TO AUDIT

Contractor grants to the Office of the Legislative Auditor, Inspector General's Office, the Federal Government, the Office of the Lieutenant Governor, and any other duly authorized agencies of the State where appropriate the right to inspect and review all books and records pertaining to services rendered under this contract. Contractor shall comply with federal and/or state laws authorizing an audit of Contractor's operation as a whole, or of specific program activities.

13.0 RECORD RETENTION

Contractor agrees to retain all books, records, and other documents relevant to this contract and the funds expended hereunder for at least three years after the termination of this contract, or as required by applicable Federal law, if Federal funds are used to fund this contract.

14.0 AMENDMENTS IN WRITING

Any alteration, variation, modification, or waiver of provisions of this contract shall be valid only when they have been reduced to writing, duly signed. No amendment shall be valid until it has been executed by all parties and approved by the Director of the Office of Contractual Review, Division of Administration.

15.0 FUND USE

Contractor agrees not to use funds received for services rendered under this Contract to urge any elector to vote for or against any candidate or proposition on an election ballot nor shall such funds be used to lobby for or against any proposition or matter having the effect of law being considered by the Louisiana Legislature or any local governing authority. This provision shall not prevent the normal dissemination of factual information relative to a proposition on any election ballot or a proposition or matter having the effect of law being considered by the Louisiana Legislature or any local governing authority.

16.0 NON-DISCRIMINATION

Contractor agrees to abide by the requirements of the following as applicable: Title VI of the Civil Rights Act of 1964 and Title VII of the Civil Rights Act of 1964, as amended by the Equal Employment Opportunity Act of 1972, Federal Executive Order 11246 as amended, the Rehabilitation Act of 1973, as amended, the Vietnam Era Veteran's Readjustment Assistance Act of 1974, Title IX of the Education Amendments of 1972, the Age Discrimination Act of 1975, the Fair Housing Act of 1968 as amended, and Contractor agrees to abide by the requirements of the Americans with Disabilities Act of 1990.

Contractor agrees not to discriminate in its employment practices, and will render services under this contract without regard to race, color, religion, sex, national origin, veteran status, political affiliation or disabilities. Any act of discrimination committed by Contractor, or failure to comply with these obligations when applicable shall be grounds for termination of this contract.

17.0 HEADINGS

Descriptive headings in this contract are for convenience only and shall not affect the construction or meaning of contractual language.

18.0 APPLICABLE LAW

This contract shall be governed by and interpreted in accordance with the laws of the State of Louisiana. Venue of any action brought with regard to this contract shall be in the Nineteenth Judicial District Court, parish of East Baton Rouge, State of Louisiana.

19.0 CODE OF ETHICS

The contractor acknowledges that Chapter 15 of Title 42 of the Louisiana Revised Statutes (R.S. 42:1101 et. seq., Code of Governmental Ethics) applies to the Contracting Party in the performance of services called for in this contract. The contractor agrees to immediately notify the state if potential violations of the Code of Governmental Ethics arise at any time during the term of this contract.

20.0 SEVERABILITY

If any term or condition of this Contract or the application thereof is held invalid, such invalidity shall not affect other terms, conditions, or applications which can be given effect without the invalid term, condition, or application; to this end the terms and conditions of this Contract are declared severable.

21.0 COMPLETE CONTRACT

This is the complete Contract between the parties with respect to the subject matter and all prior discussions and negotiations are merged into this contract. This Contract is entered into with neither party relying on any statement or representation made by the other party not embodied in this Contract and there are no other agreements or understanding changing or modifying the terms. This Contract shall become effective upon final statutory approval.

22.0 ENTIRE AGREEMENT AND ORDER OF PRECEDENCE

This contract, (together with the Request for Proposals and addenda issued thereto by the State, the proposal submitted by the Contractor in response to the State's Request for Proposals, and any attachments specifically incorporated herein by reference) constitutes the entire agreement between the parties with respect to the subject matter.

This contract shall, to the extent possible, be construed to give effect to all provisions contained therein: however, where provisions are in conflict, first priority shall be given to the provisions of the contract, excluding the Request for Proposals and the Proposal; second priority shall be given to the provisions of the Request for Proposals and amendments thereto; and third priority shall be given to the provisions of the Proposal.

THUS, DONE AND SIGNED at _____, (city, state) on the ____ day of _____, 20__.

WITNESSES:

Company Name

Name

Title

THUS, DONE AND SIGNED at Baton Rouge, Louisiana on the ____ day of _____, 20__.

WITNESSES:

State of Louisiana

Janet Pace, Executive Director

Volunteer Louisiana Commission

THUS, DONE AND SIGNED at Baton Rouge, Louisiana on the ____ day of _____, 20__.

WITNESSES:

Charles R. Davis, Deputy Secretary

Office of the Lieutenant Governor

ATTACHMENT I STATEMENT OF WORK

1.0 INTRODUCTION

The goal is to provide the State with a reliable website so that volunteers can find volunteer opportunities within Louisiana as well as access other programs and opportunities of the Volunteer Louisiana Commission. The objective is to contract for services to provide a system to register and manage volunteers, organizations and events including an administrative module; a volunteer opportunity database aggregation and search module; access to national volunteer databases, professional hosting for the Website, website maintenance, and a cost effective bulk email service capable of sending up to 25,000 email addresses at one time.

2.0 DESCRIPTION OF SERVICES/TASKS

The description below of the components of the previous system, which ceased operation May 1, 2012, is meant to provide an example of the functionality that is required from the new system. Contractor should offer their own solution as long as the functionality described is met.

2.1 Volunteer Management System

The Volunteer Management System included the following sub-components: Volunteer, Volunteer Group, Organization, Event, Opportunity, Referral, Volunteer Match, and Administrative Management Console. Required databases, data collection forms, reports, screens, searches, and administration are described below for each sub-component.

A. Volunteer

Volunteer screens and forms allow volunteers to perform the following:

1. Register online
 - a. Provide detailed contact information
 - b. Confirm the age of the volunteer (Must be over the age of thirteen)
 - c. Select a privacy preference indicating organizations who may contact them and for what opportunities and events,
 - d. Select the distance radius by zip code for volunteer opportunities
 - e. Confirm acceptance of the Website Privacy Policy
 - f. Select volunteer's skill sets from a list of skill categories and provide addition skills and information in a text box
 - g. Provide volunteer's availability by time and days
 - h. Options for receiving emails from organizations

2. Update Volunteer Profile

- a. Logon and password
- b. Search and browse organization profiles
- c. Sign up for opportunities online with organizations

B. Volunteer Group

Multiple volunteers may register at once as a volunteer group that shares the same interests, goals, and availability. Volunteer group screens and forms allow groups to perform the following:

1. Register online

- a. Provide detailed contact information such as:
 - i. A group description including name and type of group
 - ii. The name of the group leader with logon, password, email address and phone number
 - iii. The name of a backup group leader and indicate whether the backup leader should receive all communications sent to the group leader
 - iv. Individual names and contact information for each member of the volunteer group
 - v. General information on location including city, state and zip codes
- b. A list of group interests that includes:
 - i. Emergency Response Only
 - ii. Direct Service – interacting with an organization’s clients
 - iii. Indirect Service – improving an organization’s facilities, and
 - iv. Product Donation Drive – organizing a collection of items.
- c. Confirm the ages of the individual volunteers (must be over the age of thirteen)
- d. Select a privacy preference indicating organizations who may contact them and for what opportunities and events,
- e. Select the distance radius by zip code for volunteer opportunities
- f. Confirm acceptance of the Website Privacy Policy
- g. Select volunteer’s skill sets from a list of skill categories and provide addition skills and information in a text box
- h. Provide volunteer’s availability by time and days
- i. Options for receiving emails from organizations

2. Update Volunteer Profile

- a. Logon and password
- b. Search and browse organization profiles
- c. Sign up for opportunities online with organizations
- d. Update group profile and edit group members

C. Organizations

Organizations that seek volunteer assistance complete a detailed web application, submit it for review and receive formal approval from the administrator before they can post volunteer opportunities or events and accept volunteers. Organization screens and forms allow organizations to perform the following:

1. Register online:

- a. Provide detailed contact information such as organization name, mission statement, website, street address, city, state, zip, country, phone and fax numbers
- b. Provide primary and alternate contact information including first name, last name, title, email address, username, password
- c. Acceptance of the State's terms of use and privacy policy on behalf of the organization.
- d. Provide the organization's terms of use and the privacy policy of the organizations website
- e. Ability to upload the organization's logo (JPEG, GIF, or PNG graphic)
- f. Ability to list various populations served by the organization including groups, disabilities, age groups, and gender
- g. Ability to list social issues addressed by the organization

2. Post opportunities and volunteer needs

The previous system enabled organizations to set up two organization-level administrators after the organization has been approved by the executive director of Volunteer Louisiana. Organization screens and forms allow approved organizations to perform the following:

- a. Post detailed volunteer needs and special events online
- b. Search for volunteers by interest area, availability, and location
- c. Review volunteer applications and accept or decline volunteers online
- d. Match volunteers with opportunities
- e. Email volunteers
- f. Add volunteers to an opportunity
- g. Record volunteer hours
- h. Print sign-up sheets for specific opportunities

D. Opportunities

Organizations post volunteer opportunities on the website that have been preapproved by the executive director of Volunteer Louisiana. Opportunity screens and forms allow approved organizations to perform the following:

1. Provide a description of the opportunity including:

- a. A description text box
- b. Any special requirements
- c. Number of volunteers needed
- d. Number of hours needed
- e. Location including street address, suite, city, state, zip code, and country

- f. Organization contact name, title, primary contact phone number, secondary phone number and email address
 - g. Dates and times of the opportunity with an option for Ongoing (with no time limit) and One-time, (limited to a duration of no more than 31 days)
2. Ability for organization to select volunteers by specific skills needed for the opportunity
 3. Ability to automatically populate and edit opportunity forms with social issues and populations served information from with the organization's registration form
 4. Provide a form for volunteers to sign up for the opportunity. Once completed, the form will be automatically emailed to the organization. The form will include:
 - a. List of volunteer's skills
 - b. Volunteer's availability
 5. Ability for organizations to accept or decline volunteers and send automated, pre-scripted email responses to volunteers

E. Events

Events are similar to opportunities; however, events are always limited to a duration of no more than 31 days. Events are submitted by organizations and must be approved by the executive director of Volunteer Louisiana before appearing online to the public. Event screens and forms allow approved organizations to perform the following:

1. Provide a description of the event including:
 - a. Event title
 - b. Description.
 - c. Location information including state, city and zip code
 - d. Dates
2. Option to categorize the event as emergency or non-emergency
3. Create a Disaster Response Screen by the primary website administrator of Volunteer Louisiana before or immediately after a disaster that impacts the state so severely that it generates a flood of requests from individuals and groups worldwide seeking to volunteer for the disaster
 - a. Create an emergency sign up from for volunteers and organizations
 - b. Display specific skill needed for an emergency event
 - c. Match volunteers by skills and availability to emergency events
 - d. Ability to send an email to 25,000+ volunteers at one time.

F. Referrals

When an individual signs up to volunteer for an opportunity or event, the organization is automatically notified by a pre-scripted email that a volunteer referral is pending. The organization must accept or

decline each referral. An email is automatically generated to notify the volunteer. Referral screens and forms allow approved organizations to perform the following:

1. Retrieve information from existing data in tables that record information on volunteers who have signed up for an opportunity(s), and retrieve information about the opportunity such as title of the event or opportunity, sponsor organization, dates and days for the event, and the total number of volunteers needed
2. Narrow the list of volunteers by:
 - a. The referral date (in the last week, in the last month, and in the last quarter)
 - b. The volunteer availability dates
 - c. Volunteer Job Title
 - d. Organization Name
 - e. Volunteer Name (first) (last)
 - f. Volunteer Group
3. Print a Sign Up Sheet for the opportunity that can be used to verify volunteer participation
4. Verify volunteer hours and automatically post the hours to the volunteer's account

G. Volunteer Match

1. The website administrator for Volunteer Louisiana or an organization may search for volunteers by sorting by geography, availability, skills or interest area. The Volunteer Match search creates a number of reports available to the administrator that organize, present and summarize information on volunteers, volunteer organizations, volunteer opportunities, volunteer events, volunteer referrals, volunteer hours worked, volunteer projects completed and a number of others. Some reports are used for internal review and program evaluation; others serve as records of service. A number of reports evaluate the success of the program and are used to inform state and federal government officials and officials about the volunteer program and its successes. A list of reports is provided below:
 - a. Graphics and Statistics
 - b. Summary Totals - cumulative opportunities, organizations, volunteers, and referrals portrayed in a chart or other graphic
 - c. Organizations - name, address, phone, email and organization contact person for all organizations.
 - d. Volunteers - name, address, phone, email, and basic demographics collected on the registration form such as age, race, veteran, disabled, etc. for volunteers.
 - e. Volunteer Groups - name, address, phone, email, and basic demographics collected on the registration form for volunteer groups.
 - f. Referrals and service hours
 - g. Volunteer Service Summary - registration date, service hours, and organizations served by volunteer.
 - h. Volunteer Service Details - opportunity service records and hours by volunteer.
 - i. Volunteer Group Service - registration date, service hours, and organizations served by volunteer group.

- j. Organization Summary - total opportunities, number of volunteers who signed up, number of volunteers who served, and total service hours by organization and by opportunity.
 - k. Volunteer Demographics - volunteer demographics supplied by volunteer on registration form.
 - l. Service Categories - opportunities, organizations served, number of volunteers, and service hours by service category.
2. Upon completion of a service opportunity an email is generated and sent to participating volunteers to obtain feedback. The volunteers complete the form and email it back to the organization. The organization reviews the form which is then kept in the system for reporting purposes.

Reports can be sorted by key fields that may include city, parish, zip code, volunteer, volunteer group, service hours, organization, opportunities. Reports may be directed to a screen or printer, or exported to Excel.

H. Administrative Management Console

The previous system had an Administrative Management Console (AMC) that provides the PWA an alternate profile view of the volunteer, volunteer group, organization, opportunity, event, referrals, and volunteer match tables. The primary purpose of this tool is for ease of administration of the volunteers, organizations, opportunities and events. The console allows the primary website administrator to perform the following:

1. View all volunteer opportunities posted on the system,
2. View all organizations registered on the system,
3. View pending organizations, opportunities and events,
4. Track contact information about volunteers,
5. Track volunteer hours by week, month, quarter, or year and track volunteer hours by project, track volunteer skills, track volunteer availability and interests,
6. Customize fields for volunteer registration,
7. Create disaster-specific volunteer registries,
8. Provide volunteers registering to assist with a disaster an opportunity to list specific skills and availability
9. Allow the administrator to add, delete and archive volunteers, organizations, opportunities and events, associate opportunities with a larger event,
10. Allows the administrator to send up to 25,000 email at one time,
11. Export stored data in tables to Excel

12. Provide an automatic notification that new organizations, volunteer opportunities, or volunteers are in the queue waiting for review, provide a means to review them and options to approve or reject them.

2.2 Volunteer Opportunity Database Aggregator

The Contractor will provide a database aggregator that pulls data from multiple external volunteer opportunity datasets and presents it in response to a potential volunteer's search.

The Contractor shall make the aggregated data accessible by creating and incorporating a user-friendly search portal on VolunteerLouisiana.gov. The search portal must include a search function for simple keyword searches and advanced searches with multiple keywords across multiple fields from the aggregated data. The advanced search feature shall use Boolean search conditions that include no fewer options than those currently on the site, including a pick list of categories (see: <http://volunteerlouisiana.gov/volunteering/find-opportunities/>) that allows one or more or all volunteer categories to be selected and searched. Prospective volunteers will be able to search for volunteer opportunities based on the following criteria:

1. Keywords (Simple & Advanced)
2. Category
3. LA Zip Code (w/ Radius)
4. LA Parish
5. Home / Virtual Opportunities
6. Audience (Kids, Teens, Seniors, Groups)
7. Duration (Ongoing, One-Time, Full-Time)

The advanced search feature must also include the level of commitment required of the volunteer based on the duration of service including one-time/cyclical, ongoing/part-time, and full-time. Audience type should be included to filter opportunities where kids, seniors, teens, groups or combinations of the four are welcome to volunteer for an event or activity. The geographic area of interest will narrow the search to a specific radius from a user input zip code or restrict it to a single parish.

The Contractor shall create a web analytics reporting feature designed to quantify, sort, and summarize all available data on visitors and their searches, meeting specific criteria. All searches must be recorded for tracking and reporting purposes.

Some data and necessary Applications Program Interfaces (APIs) for aggregation are free. Others may be leased on an annual basis. It is the Contractor's responsibility to include the annual cost for leasing data and the onetime cost for acquiring the API to access, normalize, and aggregate the data so it may be searched as if it were a single database. The Contract will ensure the Graphical User Interface (GUI) design that displays aggregated volunteer opportunities conforms to the general look and feel of the Volunteer Louisiana Commission's website.

Access to National Volunteer Databases

The eight (8) volunteer opportunity databases that will be included in this database aggregator are:

- | | |
|--------------------|---|
| 1. AmeriCorps | http://www.americorps.gov/ |
| 2. Citizen Corps | http://citizencorps.gov/ |
| 3. HandsOn Connect | http://www.handsonnetwork.org/ |
| 4. Idealist | http://www.idealists.org/ |

- | | |
|-----------------------------------|---|
| 5. National Mentoring Partnership | http://www.mentoring.org/ |
| 6. Peace Corps | http://www.peacecorps.gov/ |
| 7. Serve.gov | http://www.serve.gov/ |
| 8. Volunteer Match | http://www.volunteermatch.org/ |

Contractor will incorporate any new national volunteer databases within thirty (30) days of a request from the Volunteer Louisiana Commission.

Contractor shall pay any fees for access to the national datasets. The State will accept the inclusion of a small logo on data returned from volunteer opportunity listing sites if inclusion offsets recurring access charges. Contractor shall inform the State of the cost for listing data without the logo when such an option is available.

Licensing access to the national volunteer datasets conveys no ownership rights to the State and is not a sale of any rights in the services or Components as described in herein.

2.3 Hosting and Website Maintenance Services

The Contractor will be responsible for hosting VolunteerLouisiana.gov through a reputable, cost-effective, professional web hosting firm that Contractor has worked with successfully on previous projects for three (3) years or longer. Web hosting of VolunteerLouisiana.gov will include ten (10) GB of managed web server disk space, 300 GB bandwidth monthly, scalable to 900 GB monthly during disasters, monthly analytical tracking and maintain a current backup of the website that includes all static and changed data.

In the event the Contractor has not worked with the recommended web hosting firm for three (3) years, the Contractor shall explain how long it has worked with the firm, the number of clients the firm hosts on the site, provide 3rd party confirmed uptime, and closely address the requirements below.

The web hosting firm shall:

1. Host VolunteerLouisiana.gov at a professional data center on a web server running a current version of Apache, Microsoft Internet Information Server or other web server that supports current, stable versions of technologies and scripting such as HTML, XHTML, HTML 5, CSS, ASP, PHP, MySQL, MS SQL, JAVA/Javascript, and plugins that support PDF and other common file types on the Web;
2. Include a detailed Service Level Agreements (SLA) including full information on server backup, management, data recovery procedures and physical and on-line security. The SLA shall include a guaranteed reasonable time for recovery from data, server, or data center problems that make the Website unavailable over the Internet. The SLA shall further stipulate reparation for loss of service if recovery exceeds the guaranteed reasonable time to recovery. Reparation may include appropriate reductions in billing detailed in the SLA;
3. Backup the site daily or incrementally when changes appear on the site.
4. Have sufficient battery UPS to keep the Website, site server and other necessary components running while a backup power generator is brought on line and have adequate backup generator power to run all servers at the hosting site.
5. Maintain optimal temperature and humidity with an HVAC system that runs from either line or generator power;
6. Have multiple data circuits from different vendors/networks for data circuit redundancy to survive loss of one or more circuits;

7. Have gaseous agent oxygen deprivation fire suppression system (HFC-227ea, FM-200, FC 125);
8. Maintain the server that hosts VolunteerLouisiana.gov within a secure facility that follows strict, formal identification and scheduling procedures for server room access.
9. Secure the web server behind a firewall and provide encryption via Secure Socket Layer (SSL) protocol as necessary for secure, highly encrypted transmission of sensitive data.

Contractor shall disclose the name of the hosting firm they will use to host VolunteerLouisiana.gov and the plan they will use for review by State to ensure compliance with requirements above.

Website Maintenance

Ongoing site maintenance includes support/training of Volunteer Louisiana staff, as well as responding to urgent needs and updates. This applies to the website and other subsidiary sites.

3.0 SCHEDULE REQUIREMENTS

A. Project Start Date

The Contractor and State shall mutually agree upon a date for the Project Kick-Off meeting.

B. Project Schedule

The Project schedule submitted with the Contractor's proposal must be updated and submitted in electronic and paper form to State for approval within seven (7) calendar days of the Kick-Off meeting date.

C. System Start Date

The Contractor must be prepared to assume full responsibility for System operations under this contract no later than October 7, 2013.

D. Meetings

Throughout the Project, the Contractor's Project Manager and pertinent primary Project staff must attend conference call meetings with Volunteer Louisiana staff. The Contractor must provide any updates to the project schedule along with weekly and monthly status reports.

E. Customization and Testing

The Contractor must develop and implement a plan to customize and test the system to eliminate all bugs and typos in the program, ensure speed of delivery of the web pages and searches, accuracy of searches, and proper alignment of bulleted or number items displayed in lists. The Contractor must also test every option available to the user to ensure the correct forms/web pages

are displayed and that information collected is stored in the appropriate files and can be retrieved and filtered for various reports. The Contractor must test the search engine to verify that opportunities are drawn from all eight (8) national volunteer databases. The entire website should be viewed in current versions of Google Chrome, Mozilla Firefox, MS Internet Explorer, Opera, and Safari to ensure its overall performance on different browsers and on tablets and portable digital communication devices such as iPhones and androids. The Contractor shall test the website for accessibility and speed and ensure the site does not run too slowly during periods of high web traffic.

F. Data Conversion

The Contractor must develop and implement a plan to convert data from the legacy system to the new system

G. Implementation

Prior to October 7, 2013, the Contractor must implement and present the system for final acceptance by the State. The Contractor must produce and update an Implementation Plan that describes to the State how the Contractor will implement the system and provide user manuals that will be updated as necessary throughout the life of this Contract.

H. Final Acceptance

Once the State accepts the final system, the Contractor must provide maintenance and support coverage for the system throughout the entire life of the contract with no lapse in service, with the execution of downtime requests and emergency downtimes that must be provided to the State's Project Director. The system presented for final acceptance must account for all required functionality.

4.0 PERFORMANCE MEASURES AND MONITORING PLAN

Performance measures will relate to any system failures or "downtime" on the system, Contractor's ability to troubleshoot, prevent, and repair any glitches and the timeliness of such repairs, and continued implementation of improvements that enhance the system's performance and user-friendliness. The Executive Director of Volunteer Louisiana will ensure that all services are performed and all deliverables are delivered in accordance with the terms of this contract. Any lapse will be documented and noted in the performance evaluation.

5.0 DELIVERABLES

Contractor agrees to provide the following deliverables within the time frames specified herein:

Deliverable	Description
Technical Assessment	Provide <i>Technical Assessment</i> . Contractor will review those areas of the State's data processing environment; such as: standards and guidelines, development tools, technical resources, hardware capacities, software supported, networks, facilities, specified arrangements, etc related to the Statement of Work to be provided; and, if warranted, prepare a memorandum identifying areas where, in Contractor's opinion, the State's technical environment may materially impair Contractor from successfully completing the Contract. The Project Environment memorandum, if prepared, shall be submitted prior to delivery of the Project Work Plan.
Information Planning	Provide <i>Information Planning</i> . Contractor will perform necessary analysis tasks and develop an Information Systems Plan incorporating the functional and technical requirements as specified in the Statement of Work. The systems planning project will encompass such tasks as: defining business strategies, information needs, organization strategies, application strategies, information technology strategies, implementation strategies; and defining and planning specific projects to be implemented. An outline specifying the nature of the content, format, and level of detail for the Information Systems Plan will be developed/finalized by the Contractor and approved by the State Project Director.
Functional Systems Requirements	Provide <i>Functional System Requirements</i> . Contractor will perform necessary information gathering and analysis tasks and develop a Functional Systems Requirements report that incorporates the functional and technical requirements of the State according to the Statement of Work. An outline specifying the nature of the content, format, and level of detail for this document will be developed/finalized by the Contractor and approved by the State Project Director. (Note: depending on the nature of the project, this deliverable may be called Preliminary Systems Design, Conceptual Design, Logical Data and Process Model Design, or something appropriately descriptive. The narrative should communicate the context of the work to be performed and the deliverable to be provided.)
Technical Design/ Technical Architecture Report	Provide <i>Technical Design/Technical Architecture Report</i> . Contractor will perform necessary technical design tasks and develop a Technical Design Report that satisfies the provisions of the Statement of Work, the Configuration Requirements, and the Functional Systems Requirements. An outline specifying the nature of the content, format, and level of detail for this report will be developed/finalized by the Contractor and approved by the State Project Director. (Note: depending on the nature of the project, this deliverable may be called Preliminary Systems Design, Conceptual Design, Logical Data and Process Model Design, or something appropriately descriptive. The narrative should communicate the context of the work to be performed and the deliverable to be provided.)
Demonstration Model or Prototype	Provide <i>Demonstration Model</i> . Contractor will develop a demonstration model or prototype of the system as a "proof of concept" for key components in the functional and technical design.
Implementation Planning Report	Provide <i>Implementation Planning Report</i> . Contractor will perform necessary information gathering and analysis tasks to develop an Implementation Planning Report describing the strategy for implementing the system; including: systems

	testing, acceptance testing, integration, software installation, interfaces, conversion, software distribution, training, "going live", and support. The plan should address resources, time frames, responsibilities, and contingencies. An outline specifying the nature of the content, format, and level of detail for this report will be developed/finalized by the Contractor and approved by the State Project Director.
Programming/Custom Modifications	Provide <i>Programming/Custom Modifications</i> . Contractor will perform programming/coding tasks necessary to produce the software specified in the functional requirements and technical design reports. Tasks performed may include use of scripts, macros, or procedural or command languages which may be required by the development tools being used
Software Installation	Provide <i>Software Installation</i> . Contractor will perform software installation tasks as applicable; such as: database setup, file sizing, software retrofitting, installation of software releases, application table setup, operation setup, file migrations, installation test, system integration, integration test, and performance tuning.
Systems Test and Acceptance Test Support	Provide <i>Systems Test and Acceptance Test Support</i> . This includes tasks such as functional support on system functionality, script development and data setup, technical support on executing special jobs or cycles to facilitate testing, assisting in the actual execution of test scripts and review of results, and development of an acceptance test calendar with all of the appropriate cycles.
Interface Testing	Provide <i>Interface Testing</i> . This includes such tasks as: development and testing of extract programs, input interfaces, output interfaces, and front-end programs that are identified in the Implementation Planning document.
Implementation Support	Provide <i>Implementation Support</i> . Contractor will provide functional support as specified in the Implementation Plan, including such tasks as developing a cut-over schedule, augmenting help-desk operations, etc. Provide <i>Training Delivery</i> . Contractor will provide five (5) training days of instructor training for delivering the ILT course to State personnel as described in the Implementation Plan.
Training Materials	Provide <i>Training Materials</i> . This includes: all Instructor Lead Training (ILT) materials; Computer Based Training (CBT) materials; and application student guides as described in the Implementation Plan.
Documentation	Provide <i>Documentation</i> . This includes: Online Features Manuals; User Guides; Errors and Diagnostics Manual; Operations Guide; Reports Manual; and Application Quick Reference Cards as specified in the Implementation Plan.
WWW Presence	Provide <i>WWW Presence</i> . This includes providing Intranet/Internet access via standard WWW browsers to documentation, training materials; as well as dynamically supporting generation of reports, data queries, submittal of input forms, and other system functions as specified.
Post Implementation Support	Provide <i>Post Implementation Support</i> to the State after the implementation of the system. Contractor will provide qualified staff for the entire term of the contract following implementation
Change Control	Provide <i>Change Control</i> . Contractor will develop and implement with State approval, procedures and forms to provide a method for defining, reviewing, prioritizing,

	scheduling, and approving changes to specifications, designs, programs, procedures, and documentation that may be required within the scope of this project.
Final Project Report	Provide <i>Final Project Report</i> . At the conclusion of the project, the extent and manner to which the project objectives have been met, as well as follow-on recommendations, will be described in a final report. As scheduled in the Work Plan, an outline of this report will be developed by the Contractor and approved by the State Project Director.

5.0 STANDARD OF PERFORMANCE

As stipulated in the warranty provisions of this Contract, the following standards of performance for the products delivered hereunder will be warranted as described below:

The system must operate with minimal malfunctions and “downtime.” The Contractor will provide written notice to the State before scheduling maintenance and will use commercially reasonable efforts to minimize such downtime. In the event that the system becomes inoperable for reasons unrelated to scheduled maintenance, the Contractor will use commercially reasonable efforts to promptly restore the system.

ATTACHMENT II HARDWARE/SOFTWARE ENVIRONMENT

The system to be installed must be able to operate on the State data processing facility and configuration as follows:

1.0 HARDWARE AND OPERATING SYSTEM SOFTWARE

Modules designed for this RFP should run on user's laptop and desktop computers running Pentium 4 and equivalent or faster Intel Core and Xeon, AMD or other processors, 2 GB RAM, 250 GB HD and standard VGA or similar video output displaying screen resolution of 1024x768 or higher. The code should be compatible with current popular browsers such as Chrome, Firefox, Internet Explorer, Safari and Opera running under all common operating systems including Windows XP SP3, Vista, Windows 7 – 32/64 bit, Windows 8 - 32/64 bit, all versions of Apple's OS X and commonly used versions of the Linux OS.

2.0 SPECIAL REQUIREMENTS

The product should be fully functional when opened with one of the currently popular versions of the browsers listed above. No additional software should be required other than common Java and Acrobat browser plugins. Flash is discouraged because it does not run under Apple's OS X or iOS, which cuts out a large number of users, especially mobile phone and tablet users where the iPhone and iPad are still dominant.

3.0 STANDARDS AND GUIDELINES

HTML, XHTML, HTML 5 code and CSS developed for the project should be browser agnostic; web pages should appear the same whether viewed in currently popular versions of Google Chrome, Mozilla Firefox, MS Internet Explorer, Apple Opera or Safari. Respondents should review the W3Cschool's browser statistics for currently popular browsers and browser versions: http://www.w3schools.com/browsers/browsers_stats.asp.

Web pages should be optimized to open in 1-5 seconds, with the most complex opening within 10 seconds of selection. Page load times for proposed web hosting firms should support the fast page load times above. Colors employed should be distinguishable to red green colorblind users. Text should scale via a browser's zoom or text size feature. Alt tags should accompany all images for reference by screen readers employed by the blind.

ATTACHMENT III
CONTRACTOR PERSONNEL AND OTHER RESOURCES

1.0 CONTRACTOR PERSONNEL

The following individuals are assigned to the project, on a full-time basis (unless otherwise indicated), and in the capacities set forth below:

<u>Name/Company</u>	<u>Responsibilities/Classification</u>	<u>Rate</u>	<u>Expected Duration</u>
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...			
...			
...			
...			

[List here all personnel, including subcontractors, who will be assigned to the project. Personnel who will be assigned at a future date may be listed by job classification. Contract may also specify qualifications for each unnamed person.]

2.0 PC WORKSTATIONS

NOT APPLICABLE

3.0 NETWORK CONNECTIVITY

Any Contractor-provided workstations or devices to be connected to the State's network, must comply with State network and security standards. Contractor must provide the hardware components, operating system, and software licenses necessary to function as part of the State network. All hardware and software must be reviewed before it is used on the Local Area Network, and may be made operable on the Local Area Network with written approval of the State.

ATTACHMENT IV STATE FURNISHED RESOURCES

Any resources of the State furnished to the Contractor shall be used only for the performance of this Contract. State will make available to the Contractor, for Contractor's use in fulfillment of this contract, resources as described below:

1.0 PROJECT DIRECTOR

The Project Director appointed by the State is the Executive Director of Volunteer Louisiana, Janet Pace, who is the principal point of contract for this contract on behalf of the State.

2.0 TECHNICAL STAFF

State will provide an adequate number of staff with the necessary experience to work with the contractor to maintain the system and implement upgrades. The level of effort required and time frames will be documented in a memorandum based upon the work plan. Reasonable access to other technical specialists on a limited basis will be coordinated through the State Project Director.

3.0 FUNCTIONAL STAFF

State will provide an adequate number of functional employees to operate the system. The level of effort required and time frames will be documented in a memorandum based upon the work plan. Reasonable access to other functional personnel on a limited basis will be coordinated through the State Project Director

ATTACHMENT V INSURANCE REQUIREMENTS FOR CONTRACTORS

1.0 MINIMUM SCOPE OF INSURANCE

Coverage shall be at least as broad as:

1. Insurance Services Office form number GL 0002 (Ed. 1/73) covering Comprehensive General Liability and Insurance Services Office form number GL 0404 covering Broad Form Comprehensive General Liability; or Insurance Services Office Commercial General Liability coverage ("occurrence" form CG 001). "Claims Made" form is unacceptable. The "occurrence form" shall not have a "sunset clause".
2. Insurance Services Office form number CA 0001 (Ed 1/78) covering Automobile Liability and endorsement CA 0025 or CA 0001 12 90. The policy shall provide coverage for owned, hired, and non-owned coverage. If an automobile is to be utilized in the execution of this contract, and the contractor does not own a vehicle, then proof of hired and non-owned coverage is sufficient.
3. Workers' Compensation insurance as required by the Labor Code of the State of Louisiana, including Employers Liability insurance.

2.0 MINIMUM LIMITS OF INSURANCE

Contractor shall maintain limits no less than:

1. Commercial General Liability: \$1,000,000 combined single limit per occurrence for bodily injury, personal injury and property damage.
2. Automobile Liability: \$1,000,000 combined single limit per accident, for bodily injury and property damage.
3. Workers Compensation and Employers Liability: Workers' Compensation limits as required by the Labor Code of the State of Louisiana and Employers Liability coverage. Exception: Employers liability limit is to be \$1,000,000 when work is to be over water and involves maritime exposure.

3.0 DEDUCTIBLES AND SELF-INSURED RETENTIONS

Any deductibles or self-insured retentions must be declared to and approved by the Agency. At the option of the Agency, either: the insurer shall reduce or eliminate such deductibles or self-insured retentions as respects the Agency, its officers, officials, employees and volunteers; or the Contractor shall procure a bond guaranteeing payment of losses and related investigations, claim administration and defense expenses.

4.0 OTHER INSURANCE PROVISIONS

The policies are to contain, or be endorsed to contain, the following provisions:

1. General Liability and Automobile Liability Coverages

- a. The Agency, its officials, employees, Boards and Commissions and volunteers are to be added as "additional insureds" as respects liability arising out of activities performed by or on behalf of the Contractor; products and completed operations of the Contractor, premises owned, occupied or used by the Contractor. The coverage shall contain no special limitations on the scope of protection afforded to the Agency, its officers, officials, employees or volunteers. It is understood that the business auto policy under "Who is an Insured" automatically provides liability coverage in favor of the State of Louisiana.
- b. Any failure to comply with reporting provision of the policy shall not affect coverage provided to the Agency, its officers, officials, employees Boards and Commissions or volunteers.
- c. The Contractor's insurance shall apply separately to each insured against whom claim is made or suit is brought, except with respect to the limits of the insurer's liability.

2. Workers' Compensation and Employers Liability Coverage

The insurer shall agree to waive all rights of subrogation against the Agency, its officers, officials, employees and volunteers for losses arising from work performed by the Contractor for the Agency.

3. All Coverages

Each insurance policy required by this clause shall be endorsed to state that coverage shall not be suspended, voided, canceled by either party, or reduced in coverage or in limits except after thirty (30) days' prior written notice by certified mail, return receipt requested, has been given to the Agency.

5.0 ACCEPTABILITY OF INSURERS

Insurance is to be placed with insurers with a Best's rating of A-:VI or higher. This rating requirement may be waived for workers' compensation coverage only.

6.0 VERIFICATION OF COVERAGE

Contractor shall furnish the Agency with certificates of insurance affecting coverage required by this clause. The certificates for each insurance policy are to be signed by a person authorized by that insurer to bind coverage on its behalf. The certificates are to be received and approved by the Agency before work commences. The Agency reserves the right to require complete, certified copies of all required insurance policies, at any time.

7.0 SUBCONTRACTORS

Contractor shall include all subcontractors as insureds under its policies or shall furnish separate certificates for each subcontractor. All coverages for subcontractors shall be subject to all of the requirements state herein.

ATTACHMENT VI
COMPANY BACKGROUND INFORMATION

(If you require additional space, you may attach extra pages.

Please provide the information in the order requested.)

1. Name of Company _____ Year founded _____
2. Form of Business (e.g., corporation, limited liability company) _____
3. Parent Company or Affiliates _____
4. Location of Offices _____ Number of employees in each _____
5. Company In-house Services (check all that apply)

Here you could list services that are relevant to the contract for the Proposer to check off.

6. Will you use third parties for any of the services provided under this contract?

If yes, whom? _____

For what services? _____

7. Has your company operated at a profit for at least three of the past five years? Explain your answer.

8. What would you consider to be your company's strongest area of expertise?

9. Please list any relevant awards, recognitions, and professional memberships.

ATTACHMENT VII CERTIFICATION STATEMENT

The undersigned hereby acknowledges she/he has read and understands all requirements and specifications of the Request for Proposals (RFP), including attachments.

OFFICIAL CONTACT. The State requests that the Proposer designate one person to receive all documents and the method in which the documents are best delivered. Identify the Contact name and fill in the information below: (Print Clearly)

Date _____ Official Contact Name: _____

A. E-mail Address: _____

B. Facsimile Number with area code: () _____

C. US Mail Address: _____

Proposer certifies that the above information is true and grants permission to the State or Agencies to contact the above named person or otherwise verify the information provided.

By its submission of this proposal and authorized signature below, Proposer certifies that:

1. The information contained in its response to this RFP is accurate;
2. Proposer complies with each of the mandatory requirements listed in the RFP and will meet or exceed the functional and technical requirements specified therein;
3. Proposer accepts the procedures, evaluation criteria, mandatory contract terms and conditions, and all other administrative requirements set forth in this RFP.
4. Proposer's quote is valid for at least 90 days from the date of proposal's signature below;
5. Proposer understands that if selected as the successful Proposer, he/she will have 30 business days from the date of delivery of final contract in which to complete contract negotiations, if any, and execute the final contract document.
6. Proposer certifies, by signing and submitting a proposal for \$25,000 or more, that their company, any subcontractors, or principals are not suspended or debarred by the General Services Administration (GSA) in accordance with the requirements in OMB Circular A-133. (A list of parties who have been suspended or debarred can be viewed via the internet at <https://www.sam.gov> .)

Authorized Signature: _____

Typed or Printed Name: _____

Title: _____

Company Name: _____

Address: _____

City: _____ State: _____ Zip: _____

SIGNATURE of Proposer's Authorized Representative

DATE

ATTACHMENT VIII CHECKLIST

Items to be Submitted

- _____ Proposal Summary

- Experience
- _____ Narrative describing relevant technical experience
- _____ Written agreements with subcontractors, joint ventures, etc. and nature of relationship
- _____ List of employees who will be working on this project and resumes (includes Attachment III)
- _____ Client List (3) including services provided, contact name, address, email address, and phone number and employees who worked on the projects
- _____ Equal Opportunity Employer Statement

- Determination of Responsibility
- _____ Letter of good standing from banking institution
- _____ Credit references (2)
- _____ Company Background Information Sheet (Attachment VI)
- _____ Certification Statement (Attachment VII)

- _____ Proposed System Solution

- _____ Work Plan

- _____ Cost Proposal (Form A)

- _____ Veteran and Hudson Initiatives Certification